



**NC Department of Health and Human Services
Department of Mental Health, Developmental
Disabilities and Substance Abuse**

**Help Line Statistical Report
January 2007 to December 2007**

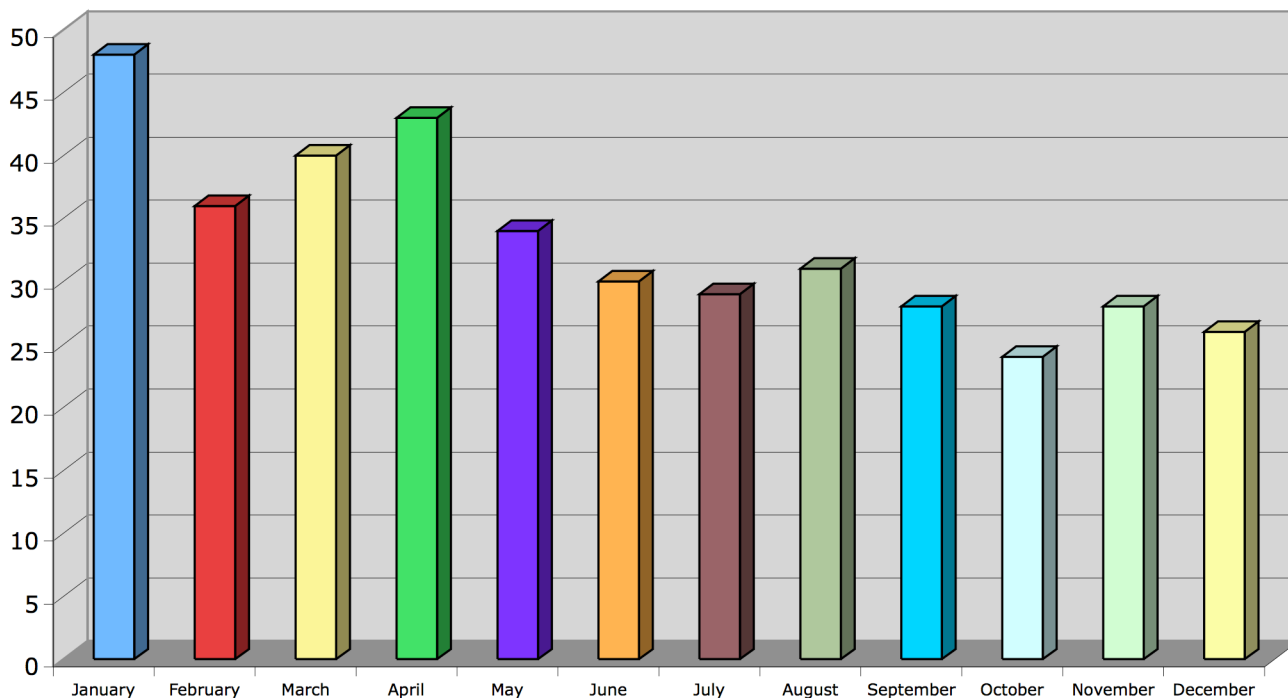


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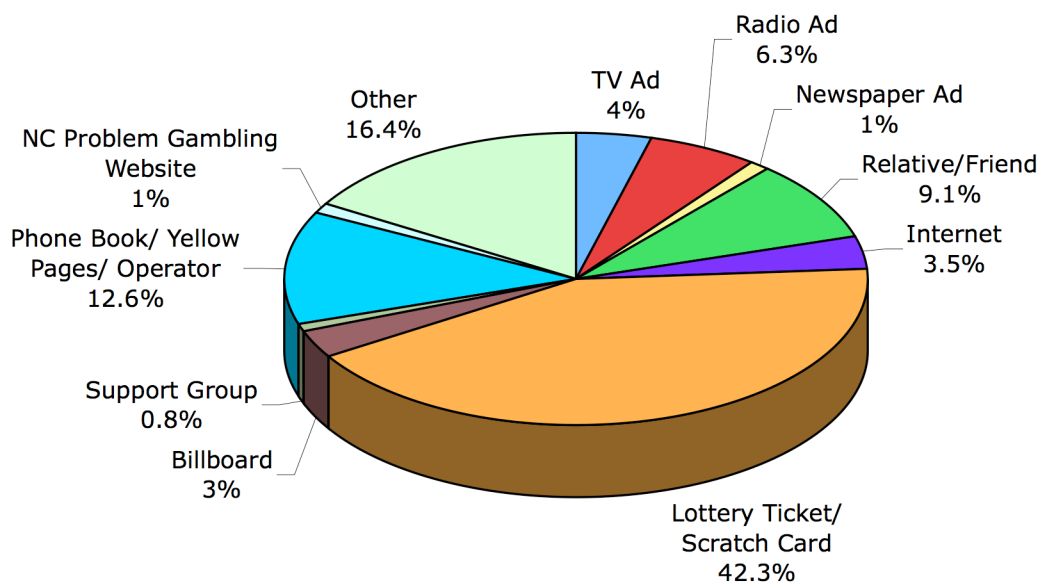
North Carolina Problem Gambling Help Line Statistics

January 1, 2007 to December 31, 2007

Total Number of Calls per Month



Caller Referral Source



North Carolina Problem Gambling Help Line Statistics

January 1, 2007 to December 31, 2007

Total Number of Calls 4395

Total Number of Problem Gambling Referral Line Specific Calls	397
Total Number Calls Received Other Than Referral Line Assistance	3998

Calls By Shift

First Shift (11:00pm-8:00am)	32	8.1%
Second Shift (8:00am-5:00pm)	266	67.0%
Third Shift (5:00pm-11:00pm)	99	24.9%

Caller Type

Problem Gambler	253	63.7%
Person Affected by Problem Gambler	144	36.3%

Relationship to Problem Gambler

Spouse	28	19.4%
Significant Other	8	5.6%
Parent	20	13.9%
Child	16	11.1%
Sibling	16	11.1%
Other	56	38.9%

Caller Referral Source

TV Ad	16	4.0%
Radio Ad	25	6.3%
Newspaper Ad	4	1.0%
Relative/Friend	36	9.1%
Internet	14	3.5%
Lottery Ticket/Scratch Card	168	42.3%
Billboard	12	3.0%
Support Group	3	0.8%
Phone Book/Yellow Pages/Operator	50	12.6%
NC Problem Gambling Website	4	1.0%
Other	65	16.4%

Caller Gender

Female	165	41.6%
Male	232	58.4%

Caller Ethnicity

African American	144	36.3%
Caucasian	241	60.7%
Hispanic	7	1.8%
Asian	0	0.0%
Native American	0	0.0%
Other Ethnicity	5	1.3%

North Carolina Problem Gambling Referral Line Statistics

January 1, 2007 to December 31, 2007

Estimated Household Debt Related to Gambling

None	97	24.4%
Under \$1,000	33	8.3%
\$1,000 to \$4,999	61	15.4%
\$5,000 to \$9,999	37	9.3%
\$10,000 to \$19,999	34	8.6%
\$20,000 to \$49,999	22	5.5%
\$50,000 to \$99,999	13	3.3%
\$100,000 to \$249,999	3	0.8%
Over \$250,000	2	0.5%
Unknown	95	23.9%

Total Number of Gambler Callers

253

Primary Problem Gambling Activities (Reported by Gambler)

Bingo	8	3.2%
Card Games	26	10.3%
Horses Dogs	2	0.8%
Internet	10	4.0%
Keno	0	0.0%
Lottery	115	45.5%
Slot Machines	19	7.5%
Sporting Events	8	3.2%
Stock Market	0	0.0%
Video Poker	58	22.9%
Other	7	2.8%

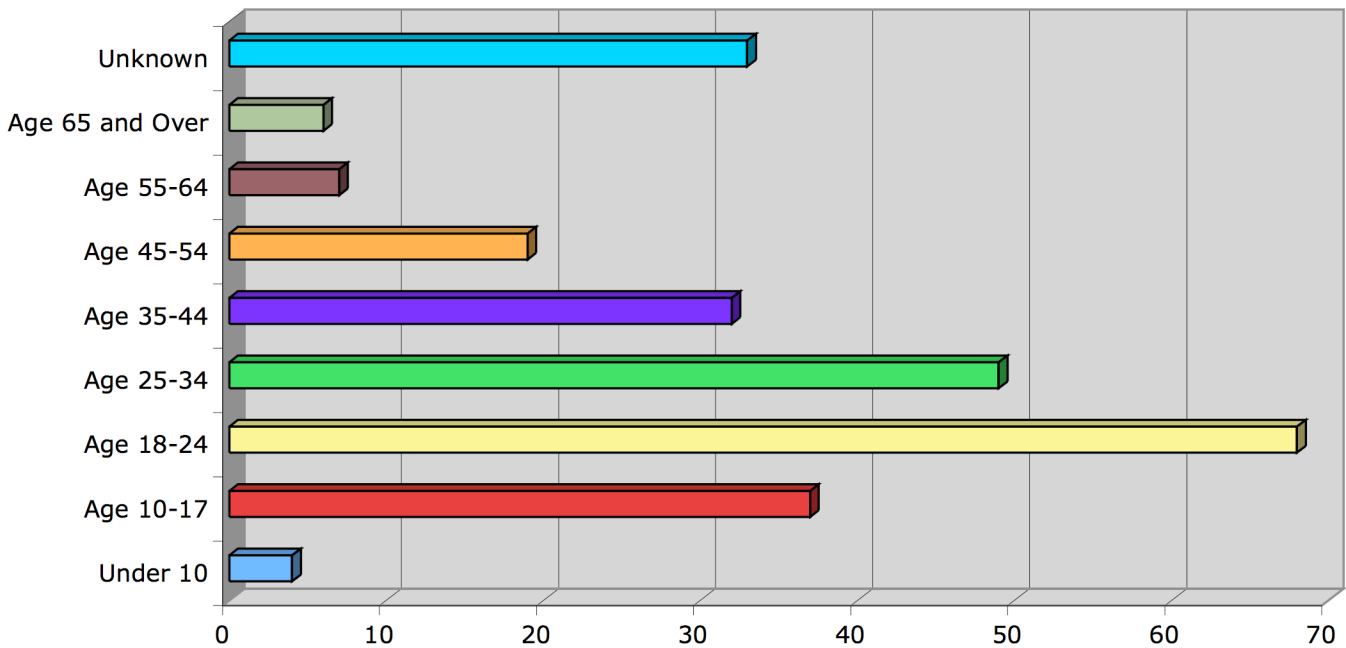
Secondary Problem Gambling Activities (Multiples Reported by Gambler)

Bingo	9
Card Games	16
Horses Dogs	7
Internet	3
Keno	4
Lottery	62
Slot Machines	16
Sporting Events	8
Stock Market	0
Video Poker	27
Other	0

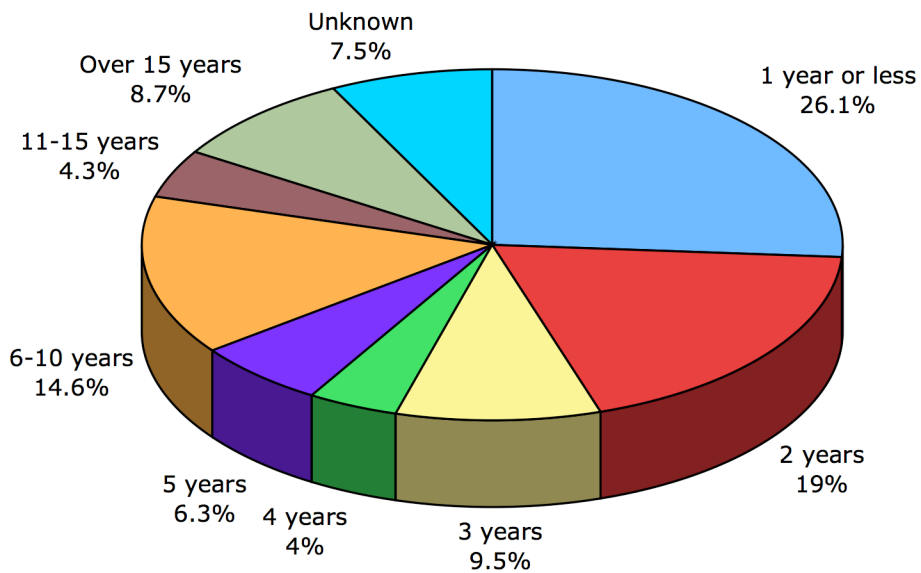
North Carolina Problem Gambling Help Line Statistics

January 1, 2007 to December 31, 2007

Age First Gambled



Length of Gambling Problem



North Carolina Problem Gambling Referral Line Statistics (Gambler Data)

January 1, 2007 to December 31, 2007

Age First Gambled

Under 10	4	1.6%
Age 10-17	37	14.6%
Age 18-24	68	26.9%
Age 25-34	49	19.4%
Age 35-44	32	12.6%
Age 45-54	19	7.5%
Age 55-64	7	2.8%
Age 65 and over	6	2.4%
Unknown	31	12.3%

Length of Gambling Problem

1 year or less	66	26.1%
2 years	48	19.0%
3 years	24	9.5%
4 years	10	4.0%
5 years	16	6.3%
6-10 years	37	14.6%
11-15 years	11	4.3%
Over 15 years	22	8.7%
Unknown	19	7.5%

Emotional Problems

(Multiple answers)

Depression	84
Suicide	5
None	151
Unknown	27

Relationship Problems

(Multiple answers)

Family or Spousal Conflict	96
Job Problems/Loss of Job	19
None	133
Unknown	20

Other Current Dependencies

(Multiple answers)

Alcohol	19
Drug	8
None	207
Unknown	22

North Carolina Problem Gambling Referral Line Statistics (Gambler Data)

January 1, 2007 to December 31, 2007

Financial Problems

(Multiple answers)

Credit Card Debt	67
Borrowing from Family/Friends	92
Paying Household Bills	85
Using Equity or Savings	22
Written Bad Checks	17
Embezzlement	5
Stealing	6

Harm Status

Considered Suicide	20	7.9%
Suicide Planned	1	0.4%
Attempted Suicide	4	1.6%
No Suicidal Ideation/Plan/Attempt	228	90.1%

Past Treatment Experience

Professional Gambling TX	2	0.8%
Mental Health Treatment	31	12.3%
Gamblers Anonymous	5	2.0%
Self-Ban Program	0	0.0%
Past Substance Abuse TX	12	4.7%
None	203	80.2%

Current Treatment Experience

Professional Gambling TX	1	0.4%
Mental Health Treatment	19	7.5%
Gamblers Anonymous	2	0.8%
Self-Ban Program	0	0.0%
Current Substance Abuse TX	2	0.8%
None	229	90.5%

Transfers Offered

Transfer Completed	10	21.3%
Provided Referral Number	29	61.7%
Received Busy Signal	0	0.0%
No Answer	2	4.3%
Client Hung Up	6	12.8%

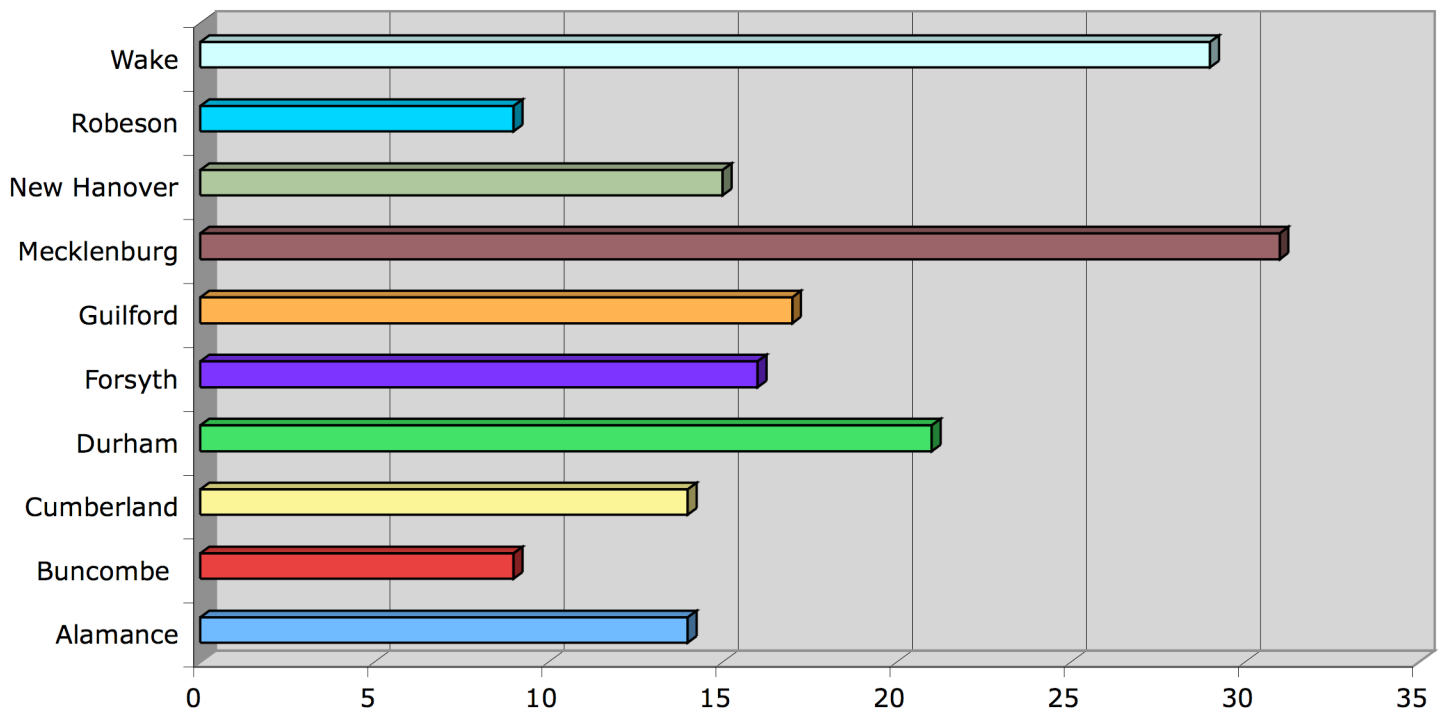
Sources of Assistance for Caller

(Multiple Referrals possible)

State Funded Treatment	57
GA	334
GamAnon	106
LME/Crisis Services	25
Did Not Want Referral	46

North Carolina Problem Gambling Help Line Statistics
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Top 10 Caller Counties



North Carolina Problem Gambling Referral Line Statistics
January 1, 2007 to December 31, 2007

Caller County

ALAMANCE	14
ALEXANDER	1
ANSON	2
ASHE	1
BEAUFORT	4
BLADEN	2
BOONE	1
BRUNSWICK	5
BUNCOMBE	8
BURKE	1
BURLINGTON	1
CABARRUS	5
CALDWELL	2
CARTERET	1
CASWELL	1
CATAWBA	5
CHATHAM	4
CHEROKEE	3
CLEVELAND	4
COLUMBUS	3
CRAVEN	7
CUMBERLAND	14
DARE	2
DAVIDSON	5
DUPLIN	2
DURHAM	21
EDGECOMBE	2
FORSYTH	16
FRANKLIN	5
GASTON	6
GRAHAM	1
GRANVILLE	2
GUILFORD	17
HALIFAX	1
HANCOCK	1
HARDIN	1

North Carolina Problem Gambling Referral Line Statistics
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Caller County	
HARNETT	1
HAYWOOD	3
HENDERSON	7
HERTFORD	3
HOKE	2
IREDELL	3
JACKSON	1
JEFFERSON	1
JOHNSTON	8
LAKE	1
LEE	3
LENOIR	2
LINCOLN	2
MACON	1
MARTINSVILLE	1
MECKLENBURG	31
MONTGOMERY	1
MOORE	3
NASH	5
NEW HANOVER	15
NORTHAMPTON	2
ONslow	4
ORANGE	2
ORANGEBURG	1
PASQUOTANIK	4
PENDER	2
PERSON	2
PITT	8
RANDOLPH	1
RICE	1
RICHMOND	3
ROBESON	9
ROCKINGHAM	5
ROWAN	3
RUTHERFORD	2
SAMPSON	2

North Carolina Problem Gambling Referral Line Statistics
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Caller County

SCOTLAND	2
STANLY	1
STOKES	1
SURRY	4
TRANSYLVANIA	1
UNION	1
UNKNOWN	20
VANCE	3
WAKE	29
WARREN	2
WAYNE	8
WILKES	3
WILSON	4
WYTHE	1
YADKIN	1

North Carolina Helpline Quality Assurance Report

January 1, 2007 to December 31, 2007

The North Carolina Council on Problem and Compulsive Gambling

Total Number of 2007 Intakes **397**

Quality Assurance

Total Number of Quality Assurance Survey Attempts	75 *
Percentage of Total Number of Intakes (n=397)	19%
Total Number of Quality Assurance Surveys Completed	17
Percentage of Total Number of Intakes (n=397)	4%
Percentage of Total Number of Survey Attempts (n=75)	23%

Survey Respondents

Problem Gambler	10	58.8%
Person Affected by Problem Gambler	7	41.1%
	<u>17</u>	

Survey Questions	YES	NO
Were you able to speak to a Helpline counselor immediately?	17 (100%)	0 (0%)
Did you think the Helpline counselor was understanding?	17 (100%)	0 (0%)
Did you receive a referral to GA or GamAnon?	14 (82%)	3 (18%)
<i>If yes, did you attend the GA or GamAnon meeting? (n=14)</i>	2 (14%)	12 (86%)
Did you receive a referral to a counselor/mental health agency?	12 (70.5%)	5 (29.5%)
<i>If yes, did you make an appointment with a counselor/agency? (n=12)</i>	7 (58%)	5 (42%)
Did you meet with a counselor about the problem?	7 (100%)	0 (0%)
Do you think that calling the 800# helped you to recognize the extent of your/someone else's gambling problem?	16 (94%)	1 (6%)
<i>If you called re: your own gambling problem, are you still gambling? (n=10)</i>	8 (80%)	2 (20%)
Would you recommend the 800# to someone with a gambling problem?	16 (94%)	1 (6%)

* Figure based on number of Helpline callers willing to disclose contact information for follow up.

North Carolina Problem Gambling Helpline Quality Assurance Report

January 1, 2007 to December 31, 2007

Sample QA Comments

Caller found helpline to be a great resource. She went to see a counselor and is no longer gambling.

Caller is still gambling, but not as much anymore. He is meeting with a counselor to discuss his problem gambling.

Caller contacted helpline for financial assistance. He was given referrals but didn't have the desire to pursue services.

Caller stated that the counselor was kind and helpful. She didn't, however, receive the written information that she had requested.

Caller's step-daughter is doing well. Caller found the written information helpful.

Caller stated that she called counselor and counselor called her back. She hasn't returned the message yet. Caller has not presented information/referrals to her sister.

Caller found the advice from counselor helpful, but her father will not quit gambling. Caller said she would pass along helpline information to others.

Caller is meeting with counselor, but is still gambling from time to time.

Caller is gambling, but not as much as she was when intake was completed.

Caller found helpline beneficial and appreciated the counselors assistance.

Caller is gambling, but not as much as she was when intake was completed.

Caller stated that the counselor was very helpful.

"The counselor was really great".